

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

HUMAN RESOURCES CUSTOMER SERVICE REPRESENTATIVE

JOB DESCRIPTION

Employees in this class series serve as the primary customer contact in an inbound call/service center environment utilizing knowledge base and case management tools to assist customers in completing their human resource transactions, in accordance with call/service center standards.

There are four classifications in this job.

Position Code Title - Human Resrcs Cust Srv Rep-E

Human Resources Customer Service Representative 6

This is the entry level. The employee works in a learning capacity performing a range of customer service representative assignments under close supervision.

Human Resources Customer Service Representative 7

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of customer service representative assignments

Human Resources Customer Service Representative E8

This is the experienced level. The employee performs a full range of customer service representative assignments and uses independent judgment in making decisions based on established methods and procedures.

Position Code Title - Human Resrcs Cust Srv Rep-A

Human Resources Customer Service Representative 9

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior-level employees perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interacts with customers via telephone to answer questions and provide assistance in the completion of human resource transactions.

Utilizes knowledge base information to answer customer inquiries.

Inputs, updates, and/or retrieves information from various state automated human resource or payroll systems.

Explains insurance coverage and other benefits to customers and assists customers in completing enrollment in benefits programs.

Provides information to answer questions from customers regarding human resource transactions.

Alerts supervisor or lead worker when there is confusion or absence of information in the knowledge base to answer particular questions.

Maintains electronic personnel records; researches data to verify employment and salary records.

Documents all contacts and outcomes within the center's case management software application.

Routes calls to appropriate staff and/or office.

Performs all work in accordance with established call/service center standards.

Initiates status reports to supervisor or lead worker when delays occur in responding to inquiries.

Assists less experienced representatives, as necessary.

Performs related work as assigned.

Additional Job Duties

Human Resources Customer Service Representative 9 (Lead Worker)

Coordinates the work of the unit by determining priorities, scheduling and assigning work, and overseeing the completion of the work.

Organizes the work to assure that call center production and quality standards are met.

Reviews the work of others for accuracy and proper completion and monitoring output.

Trains lower-level Human Resources Customer Service Representatives.

Human Resources Customer Service Representative 9 (Senior Worker)

Works with subject matter experts and responds back to customers with final answer.

Explains work instructions to others, adapting guidelines to the assignments as necessary.

Initiates status reports to customers when delays occur in responding to an inquiry, as required.

Provides guidance for other representatives with unusual or complex inquiries, including irate callers.

Handles more complex and/or sensitive inquiries, which demand a higher level of knowledge and skills.

Interprets various policies/procedures to determine necessary resolution.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of proper customer relationship/customer service practices.

Knowledge of various computer software applications.

Knowledge of general human resource practices.

Ability to handle high volume of customer calls daily while maintaining a positive attitude.

Ability to work in a highly structured, measurement-oriented environment.

Ability to utilize a keyboard effectively and efficiently, as required for the work.

Ability to navigate through multiple computer applications and databases.

Ability to deal with difficult customers.

Ability to multi-task in a high volume setting.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Additional Knowledge, Skills, and Abilities

Human Resources Customer Service Representative 9 (Lead Worker)

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities and assign work to employees.

Human Resources Customer Service Representative 9 (Senior Worker)

Ability to perform the most complex customer service representative assignments.

Ability to explain instructions and guidelines to others effectively.

Working Conditions

None

Physical Requirements

None

Education

Education typically acquired through completion of high school.

Experience

Human Resources Customer Service Representative 6

One year of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper.

Human Resources Customer Service Representative 7

Two years of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper.

Human Resources Customer Service Representative E8

Three years of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper.

Human Resources Customer Service Representative 9

Four years of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>	
HRCSVREP	HUMAN RESOURCES CUSTOMER SERVICE REPRESENTATIVE	
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Human Resrcs Cust Srv Rep-A	HUMRCSRA	NERE-042
Human Resrcs Cust Srv Rep-E	HUMRCSRE	NERE-267